

REQUIREMENTS

PLANNING

RESOURCES

OVERSEEING

DESIGNING

- ✓ COST
- ✓ EFFICIENT

Operations Management

INPUT
OUTPUT

CONTROL

PRODUCTION

STRATEGY

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- OM is defined as:

“The Science and the Art of ensuring that goods and services are created and delivered successfully to customers”





Operations Management is:

The *business function* responsible for **planning, coordinating, and controlling** the resources needed to produce products and services for a company



Operations Management is:

- A management function
- An organization's core function
- In *every* organization whether Service or Manufacturing, profit or Not for profit

Why Study OM?

- OM is an integrative body of knowledge; whose skills are needed in industries as diverse as health care, education, telecommunications, lodging, food service, banking, consulting and manufacturing





Why Study OM?

- OM is one of the three major functions of any organization, and its integrally related to all the other business functions.
- We study OM because we want to know how goods and services are produce.
- We study OM to understand what operations managers do.
- We study OM because it is such a costly part of an organization.